



St. Joseph's
Hospice

Share the Journey

2013 / 2014

Community Stewardship Report

About St. Joseph's Hospice

St. Joseph's Hospice has been providing compassionate care and companionship to people with terminal illness, the bereaved and families across our community for more than 29 years. With its move in January 2014 to 485 Windermere Road, London, St. Joseph's Hospice has now expanded its mission and wellness programs to include much needed residential hospice care. Our first resident moved into their new home on February 20th. The new, ten-suite residence offers end-of-life care in a supportive and peaceful setting.

At no cost to those who use our services, St. Joseph's Hospice provides dignity and comfort and the highest care standards by a dedicated team of professional staff and trained volunteers.

We are proud to carry on the tradition of the original Hospice of London and are committed to bringing all of its hopes and dreams to fruition, now and well into the future.



I want to thank our clients, residents and families for putting your trust in us, and for sharing your experiences. You help us continue to develop and improve the care we provide when families are under so much stress.

~ Frank Angeletti, President, Board of Directors

Board of Directors

Frank Angeletti, President

David Nash, Vice-President

John Callaghan, Treasurer,
Secretary and Chief Executive Officer

Dr. Joshua Shadd,
Medical Director and Director

Mary Carter, Director

Shelley Markland, Director

Robert Murray, Director

Catherine Orr, Director





The New St. Joseph's Hospice

What a significant year it has been for St. Joseph's Hospice. We have evolved and grown in so many wonderful ways. Still, what remains paramount to us as an organization is to ensure that the individuals and families living with a life-threatening illness and the resulting challenges will always remain at the core of everything we do.

This year, we realized the long-time dream of opening a ten-suite residence for the people of London and Middlesex County at our beautiful new hospice home on Windermere Road.

The transformative milestones achieved were made possible by the thoughtful and generous support from the community through our capital campaign, the selfless efforts of hundreds of volunteers, and the vision and dedication of our staff and volunteer Board of Directors.

In the few short months since we opened, already our new residential program has had a significant positive impact on the quality of life for those who come for care and support. Our professional staff and trained volunteers are entrusted with a very special responsibility and they take that responsibility very seriously. The people we serve who pass through our door come to us at times of profound stress. It is our job to remove some of their anxiety with exemplary hospice palliative care.

Of course, our dedicated volunteers are the foundation of all we do, including providing complementary therapies, visitation in the home, cooking meals for our residents in the new hospice kitchen, providing governance for hospice, and providing support in various other administrative, fundraising and program delivery roles, to name just a few. Our sincere appreciation is extended to each of them.

Through our report to you, we hope you can see clearly the impact St. Joseph's Hospice is having on the communities we serve, and gain a greater appreciation of the important and wonderful work that we do.

With gratitude for your continued support, we invite you to **Share the Journey** with others.

Frank Angeletti
President, Board of Directors

John Callaghan
Chief Executive Officer

Julie Johnston
Executive Director

Our Clients and Residents are the Focus of our Care

Tending to the physical, emotional and spiritual needs of those in our care, our philosophy is to provide comfort and compassion to people journeying to the end of life as well as to support their loved ones during that journey. We recognize that death is a normal part of life and part of our care is to prepare our residents and their families for the journey ahead.

At St. Joseph's Hospice the care also extends to those who have lost a loved one through various bereavement support programs.

St. Joseph's Hospice can provide the individual support needed to help reduce the burden on family members or caregivers throughout the illness journey. Our client services team will meet with a potential client to determine the best care plan.

When the time comes and end-of-life care is needed, our residential hospice (with its highly skilled palliative care professionals who are trained to manage pain and other symptoms) is an option available for individuals and families in London and Middlesex County.



While beautiful, at its core it's just a building, but what makes it extraordinary is the staff and the compassionate care."

~ Maureen O'Halloran,
Daughter of a hospice resident

The new St. Joseph's Hospice residential program is now an alternative to dying at home or in an acute care setting. St. Joseph's Hospice provides a home-like environment that supports people who are dying and their loved ones, and it also reduces costly hospital and emergency admissions.

St. Joseph's Hospice provides support through wellness programs provided in our new building, in the comfort of our clients' homes by the more than 300 trained and dedicated volunteers who participate in our Volunteer Visitor Program (one of the largest Volunteer Visitor Programs in Ontario), and in our new hospice home, where our suites become home for our residents.

As a faith-based organization, we embrace the philosophy of hospice palliative care, supporting the individual physical, emotional, spiritual, cultural, and social needs of those we serve.





About Our New Hospice Home

- Our ten suites in our residence each include a spacious bedroom, living room, private bathroom with shower, and private balcony to comfortably accommodate residents and their families.
- A beautiful home-like setting allows families to share the end-of-life journey with their loved one in a relaxed environment with dignity, support and love.
- Family members can stay over with their loved one in the suite, and use our communal living spaces including a great room, dining room, terrace, garden, and quiet rooms.
- Around-the-clock care is provided by healthcare professionals, including palliative care doctors, nursing staff, personal support workers, spiritual care coordinator, nutrition coordinator and trained volunteers.
- A full-service kitchen provides the comforts of home for the residents, with meals and snacks prepared daily from fresh ingredients. Most often the meals are “on demand” rather than scheduled, to support the individual needs of the residents. While there is a menu set daily, hospice does its best to accommodate the tastes and desires of those in our care.
- **All programs and services are provided at no cost to those we serve.**



As soon as we arrived at hospice, we were greeted by our nurse... our hospice experience brought us peace during a terrifying time.”

~ Hospice resident family member

Louise's Story...



Louise, with Dr. Josh Shadd, Medical Director

Louise (Alojzija) Zadel was the first person welcomed into our new residential hospice home, making St. Joseph's Hospice her home for four months. Joe Zadel was by his mother's side when she passed away on Friday, June 20th in her 97th year.

Louise's approach to life was hard work, honesty, and generosity. A widow for 31 years, Louise was an independent and strong woman. She continued to live in the home that she and her husband, Frank, raised their children in since arriving in Canada.

In November 2013, Joe took his mother to a routine doctor's appointment. After completing a series of tests, Louise was diagnosed with a terminal illness.

Quickly, Joe and his wife, Veronica, became Louise's caregivers. As her illness progressed, Joe sought the support from the Community Care Access Centre to provide in-home care for Louise. During a visit from a friend of the family Joe learned of the opening of a new residential hospice, and Louise's move to hospice was swift.

In January, Joe and Veronica toured St. Joseph's Hospice, and knew right away this would be the perfect place for Louise to receive the care she needed. "We were so happy, we cried tears of joy," Joe shared "knowing she would be provided quality care, and in a beautiful home-like setting with peaceful views of nature out the windows." Louise felt right at home at hospice, being so

close to nature, and having friends and family visiting her daily. "The compassionate and quality care was beyond our expectations, and was second to none." said Joe.

During her stay, Louise celebrated her 96th birthday. On the same day, her son, Joe, celebrated his 69th. On that day, hospice staff decorated her suite for the special celebration and everyone shared a birthday cake.



Louise with son, Joe

Another memorable experience at hospice for the Zadel family was the farewell ceremony for Louise held on the day of her passing. Hospice staff presented the Zadel family with a young spruce tree with its roots gently wrapped in burlap. The family planted the legacy tree in memory of Louise. What the Zadel family will treasure most is that,

"Louise truly lived her life to the fullest while at hospice," and "we had the time to share many happy memories together."



People Caring for People – St. Joseph’s Hospice Celebrates its Vital Volunteers

Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, or the smallest act of kindness and compassion. These have the potential to make a positive impact on someone’s life – especially someone living with a life-threatening illness. St. Joseph’s Hospice volunteers understand the importance of supporting people who come to us for care.

Currently we have about 400 trained volunteers who serve in various capacities. We are proud to say that more than 10,000 volunteer hours were selflessly provided in 2013 and increasing each year.



Volunteering is at the very core of being human. No one has made it through life without someone else’s help.”

~ Hospice volunteer

St. Joseph’s Hospice has been able to provide care to the community in a significant way for the past 29 years only with the support of our volunteers. We, and the clients we serve, are ever grateful for their support.

Some of the ways in which our volunteers support the clients served by St. Joseph’s Hospice:

- Members of the Board of Directors, Campaign Cabinet members and Finance Committee members – all volunteers who receive no compensation for their work.
- Volunteers who support the residents – cooking meals, doing laundry, helping with housekeeping, and with direct care.
- Volunteer visitors – offering comfort and companionship to clients, their caregivers and families, often in the comfort of the client’s home. Each of our volunteer visitors commit to three hours of service per week for a minimum of one year and many exceed these requirements.
- Complementary therapists – provide massage, therapeutic and energy therapies to help relieve pain and stress and offer comfort and relaxation, both in the clients’ homes and in the hospice residence.
- Hospice program volunteers – help with gardening, indoor and outdoor maintenance, arts and crafts, food services, esthetics, support groups, music therapy and art therapy.
- Administrative volunteers – assist with front desk reception and other general office work.
- Fundraising volunteers – assist with fundraising activities such as securing sponsors, and planning for Hospice’s three signature fundraising events, i.e. Hike for Hospice, Handbags for Hospice and Hospice Harvest Hoedown.

Our Kitchen Volunteers



St. Joseph’s Hospice Volunteer Gardeners receive "Heroes In The Home" Award



Thank you
to our Volunteers

About Hospice's Art Therapy Program

Supported by a trained Art Therapist, St. Joseph's Hospice runs an Expressive Art Program for bereaved clients. Various art materials are used to help our clients express thoughts, feelings and experiences in a safe environment.

Art made in the group setting, facilitated by the Art Therapist, is considered a personal expression of emotion. Clients are supported by others who are empathetic simply because they are on the same journey and are creating together in a safe and supportive environment.

Artistic expression at hospice could include painting, silk scarf painting, music, and horticultural therapy, to name a few. No matter the form, what is universal at hospice is the laughter that emanates from the Studio when our clients are creating.

Annie's Story...

Annie Warren was a social worker who had been providing care and support to many in the community. Five years ago, she was diagnosed with Stage IV lung cancer and was given only months to live. Her role of caretaker was reversed when she turned to others to support her on her own journey.

Annie was a client of St. Joseph's Hospice's Art Therapy and Volunteer Visitation Programs. Annie passed away at Hospice in October 2014.



Painting helped Annie to relax and work through her illness with creative expression. It also allowed her to meet new people and share her story. The supportive environment with hospice staff, volunteers and other palliative clients, helped to reduce social isolation.

“

I am slowly dying, but hospice has greatly helped improve the quality of my life while I am living with a life-threatening illness. When I come to hospice, I feel good and uplifted, and enjoy my experience here.”



“The art classes allow me to express my feelings, frustrations, pain and fears in a safe environment with other people that also have a life threatening illness.”

~ Annie

You are Not Alone

The following are just a few of the programs and services offered to our community:

Volunteer Visitation Program

St. Joseph's Hospice has one of the largest volunteer, in-home support programs in Ontario. Following an initial assessment by our Client Services nursing staff, trained hospice volunteers visit clients in their homes, providing companionship, support, and respite relief to caregivers.

Mindfulness for Healing

Mindfulness for Healing is a meditative activity done in a group setting, which invites participants to focus their mind on the 'now' through deep breathing and mind-clearing exercises. This activity is intended to provide relaxation, clarity of mind, and a release from anxiety and stress. The group meets for approximately one hour per week and is led by Mindfulness Practitioners.



Programs to Support the Grief Journey of a Child

Children and teens express grief and loss differently from adults, and may have many different responses to grief including: academic, behavioural, emotional, social and physical responses. The type of support that children receive during their bereavement, or when facing the death of a loved one, can impact their health, social relationships and future success in school and in life.

One of our programs is the Teen 2 Teen Bereavement Program.

Teen 2 Teen Bereavement Program

The Teen 2 Teen Bereavement Program for secondary school-aged youth is an interactive two-part bereavement program for teens who have experienced the death of someone significant in their lives. Some students participate years after the loss, and some participate within months of the loss.

Programs / Services

- Residential Care
- Pet Therapy
- Music Therapy
- Mindfulness Meditation for Healing
- Art Social
- Expressive Arts
- Palliative Peer Support Group
- Caregiver Support Group
- Full-Day Bereavement Retreats for Teens
- Teen 2 Teen *Movin' On* (1/2 day bereavement retreat)
- Good Grief Camp for Children ages 6-12
- Horticultural Therapy
- Day Away
- Massage Therapy
- Reflexology
- Reiki
- Healing Touch
- Esthetics
- Hair Care



Knowing that everyone had lost someone they loved, and that everything was confidential helped me to open up a lot.”

~ Teen participant



We are Grateful to Our Generous Community

In January of this year, St. Joseph's Hospice moved to its new location and shortly thereafter welcomed its first resident. Many people have

been positively touched since we arrived. The facilities have far exceeded our hopes and dreams, giving us a beautiful space in which we can provide the compassionate care to the people we serve.

We are in the midst of a Capital Campaign to raise the funds needed for our new residential hospice. Through the generosity of our community, we have raised more than \$4.6 million toward our \$5.5 million Capital Campaign goal.

The many significant contributions from individuals, foundations and corporations demonstrate the generosity of our community when we come together with a shared purpose.

We are sincerely grateful to you for your trust and support.

A full list of our donors can be found on our website www.sjhospicelondon.com.

We extend our sincere appreciation to Don Bryant, Chair, and all of the members of our dedicated and loyal Campaign Cabinet. You have given selflessly and helped mobilize the community in support of our wonderful expanded mission. Thank you for your financial commitment, your support and your achievements.

Gabriella Catolino, MDiv
Director, Capital Campaign

We invite you to Share the Journey...

When you give to St. Joseph's Hospice you have the power to positively impact the lives of people journeying to the end of life, as well as those supporting them. Every investment, small and large, helps create a more compassionate community for us all.

We are well along our journey, but still have 20% of our capital campaign goal to achieve. Now is the time for our extraordinary community to help us complete our campaign. We need your support to finish the job.

All of our programs and services are provided at no charge. The Southwest Local Health Integration Network (LHIN) provides us with a portion of our operational funding, and we rely on generous community support to fund the balance of our operations. The many fundraising events supported by the community, as well as community groups, like United Way, help enable us to support people at one of the most difficult times of their lives.

There are many ways for you, your family, your organization or local community group to become involved. Make a gift to our *Share the Journey Campaign* to support the work of St. Joseph's Hospice.

Please visit www.sjhospicelondon.com for more information.

Thank you to Hospice of London Donors

We extend our special thanks and appreciation to all of the donors who contributed to Hospice of London in its 27-year history.

A special section of our permanent donor wall (to be created at the conclusion of the Capital Campaign) will be dedicated to those who named space in the Talbot Street house.

We look forward to unveiling the new commemorative garden where the memorial bricks from the Talbot Street site will be laid.

A beautiful Sycamore tree has now been planted in the commemorative garden to honour all of

the donors who planted trees in memory of a loved one at Talbot Street. A dedication ceremony will be planned in the near future.



We are proud to support the work of St. Joseph's Hospice through a gift to the capital campaign. It is our hope that our gift will spur others to support hospice as they finish the campaign to raise the funds needed to care for those nearing the end of life."

~ Penny and Karl Arvai
Supporters of St. Joseph's Hospice

Compassionate Care for Our Communities

St. Joseph's Hospice is able to deliver our specialized end-of-life care free of charge in our new hospice home thanks to the generosity of our community and those who have supported the Capital Campaign.

Capital Campaign Cabinet

- Don Bryant, Chair
- Penny Arvai
- John Callaghan
- Gabriella Catolino
- Christine Cecchetto
- Joyce Garnett
- Rhonda Gilby
- Barry Johnson
- Marisa Kanas
- Gerry Killan
- Paul Needham
- Lindsay Sage
- Anita Singh
- Jim Swan



Donald Bryant, Chair,
Capital Campaign Cabinet

Our Goal: \$5.5 million





MILESTONES Share the Journey...

- 1985** • Hospice of London is incorporated as a charitable organization.
- The first volunteer visiting training class takes place.
- Hospice offices are located in two rooms in the Nursing Quarters across from Old Victoria Hospital on South Street.
- 1986** • Hospice of London begins to offer complementary therapies to clients with palliative illness.
- 1992** • Hospice expands staff to include a new volunteer services position with goal of increasing community-based volunteer visiting program.
- 1993** • Hospice of London moves its location to the corner of Richmond and Oxford streets.
- 1999** • Hospice outgrows its location and launches “Finding a Home for Hospice” capital campaign.
- 2003** • Hospice of London moves into its new home located at 837 Talbot Street.
- 2005** • Hospice volunteer visitation programs become one of the largest home visiting programs in Ontario.
- 2006** • Hospice of London introduces “Key Changes” – an after school art therapy program for bereaved children.
- 2010** • Hospice of London celebrates its silver anniversary and holds a Silver Anniversary Gala to mark this special occasion.
- 2011** • Hospice of London and St. Joseph’s Health Care Society begin partnership discussions.
- New Teen 2 Teen Retreat Day is held for grieving teens.
- 2012** • Hospice of London and St. Joseph’s Health Care Society found a new charitable organization – St. Joseph’s Hospice.
- 2013** • The *Share the Journey* Capital Campaign begins.
- Site for the new residential hospice is selected.
- In December, construction is completed at the new site and St. Joseph’s Hospice relocates to the 3rd floor of the Sisters of St. Joseph’s Residence and Congregational Centre at 485 Windermere Road.

2013/14 EVENTS:

Hospice's vital programs and services are sustained through the generosity of our community.

Thank you to our sponsors, participants, planners and volunteers. We couldn't do it without you.

Continued...

- 18,000 square feet of space is readied to house the new St. Joseph's Hospice with expanded mission to include a 10-suite residence.
- 2014**
- St. Joseph's Hospice is re-introduced to London and Middlesex County through a series of community open houses.
 - 30 new employees are hired and trained.
 - Existing roles and processes are reframed to better fit the expanded services.
 - St. Joseph's Hospice welcomes its first resident and family in our residential program on Feb. 20, 2014.
 - St. Joseph's Hospice expands our volunteer base to support the new residential hospice services.
 - Continues to forge a strong partnership with the Sisters of St. Joseph.
 - Completes the sale of 837 Talbot Street.

Signature Events Presented by St. Joseph's Hospice

HIKE FOR HOSPICE

May 5, 2013

BMO Optimist Centre

HANDBAGS FOR HOSPICE

June 5, 2013

London Hunt and Country Club

HOSPICE HARVEST HOEDOWN

October 5, 2013

Fleetwood Farms at the Plunkett Estate



Third Party Events

FASHION AND FEAST

May 13, 2013

Dinner at *Kantina Restaurant*, followed by Fashion Show at *From Mars Boutique*

Thank you to Nurse Next Door

AN AFTERNOON TEA IN OUR SECRET GARDEN

June 15, 2013

Gardens of St. Joseph's Hospice

Thank you Rotary Club of Hyde Park

45TH ANNUAL SPRINGBANK ROAD RACES

September 8, 2013

Springbank Park

Thank you Runners' Choice and Hardick Chiropractic Centre

TRIVIALITIES

January 25, 2014

Elizabeth A. "Bessie" Labatt Hall at King's University College

Thank you CGA London Chapter and King's University College Office of Campus Ministry

OBITER DICTA

February 27, 2014

Cowboys Bar

Thank you Obiter Dicta /

Western Law's Student Group





Our people and the environment are important to us!

St. Joseph's Hospice has a Gold LEED Commercial Interiors Certification

(LEED = LEADERSHIP IN ENERGY AND ENVIRONMENTAL DESIGN)

St. Joseph's Hospice is a LEED Certified facility and is housed within The Sisters of St. Joseph residence, also a LEED Gold Certified building.

Recognizing that the earth is our neighbour, when the Sisters built their residence in 2007 they made a conscious choice to decrease the negative impact on the earth. We at St. Joseph Hospice share this sense of environmentalism, and met those same environmental design standards during our recent renovations:



- To maintain the existing LEED Gold Status of the owners' building in which we are tenants;
- To achieve a healthier work environment for our employees, residents, clients and volunteers;
- To respect the environment by promoting "green" initiatives.

HANDBAGS FOR HOSPICE



SPRINGBANK ROAD RACES



HIKE FOR HOSPICE



HOSPICE HARVEST HOEDOWN



Financial Information - April 01, 2013 to March 31, 2014

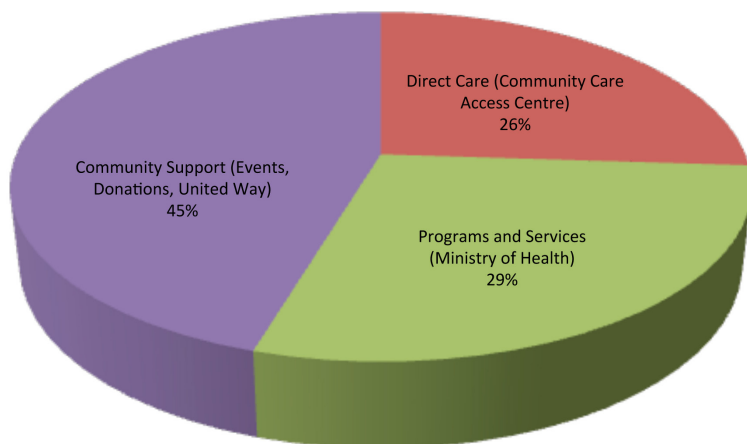
Revenue Sources

Direct Care (Community Care Access Centre).....	\$236,889
Programs and Services (Ministry of Health).....	\$260,537
Community Support (Events, Donations, United Way).....	\$412,913
TOTAL	\$910,339

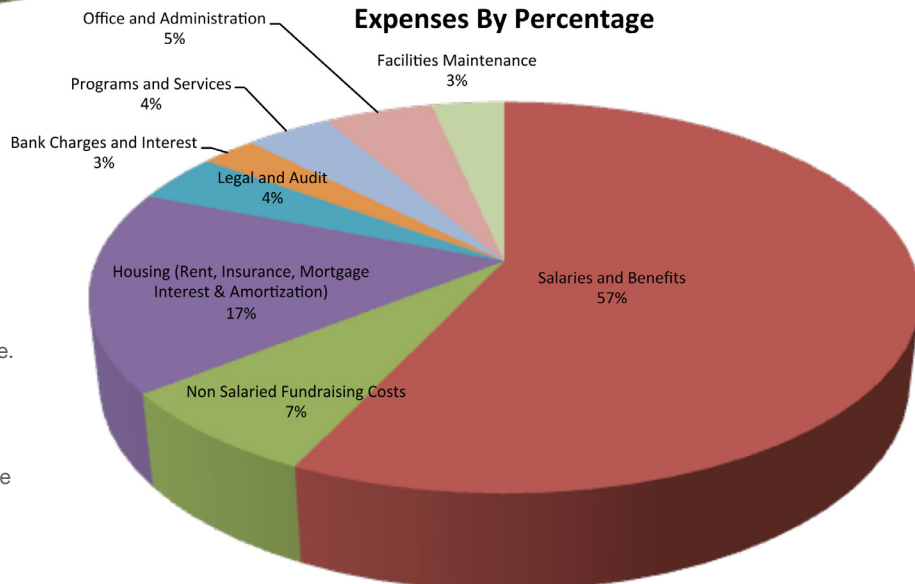
Expenses

Salaries and Benefits.....	\$509,970
Fundraising Costs.....	\$65,237
Housing (Rent, Mortgage Interest, Insurance and Amortization).....	\$149,053
Legal and Audit.....	\$36,050
Bank Charges and Interest.....	\$23,009
Programs and Services.....	\$35,700
Office and Administration.....	\$45,230
Facilities Maintenance.....	\$30,229
TOTAL	\$894,478

Revenue Sources By Percentage



Expenses By Percentage



Notes:

Results are for the period April 01, 2013 to March 31, 2014 - the fiscal period for St. Joseph's Hospice.

During this time, St. Joseph's Hospice moved from its home on Talbot Street to the new hospice on Windermere Road

Direct Care funding was only for part of the year, in which the residence was open.

St. Joseph's Hospice uses the auditing firm of KPMG.

Thank you to everyone who has made a gift to our Share the Journey Capital Campaign!

Community Partners

St. Joseph's Hospice has many links with community groups who help to strengthen the bond between hospice and the people we serve.

With grateful hearts, we extend our thanks to our many community partners, including:

- Our strong friendship with the Sisters of St. Joseph, who welcomed us in their home and whose tradition of service and care we seek to maintain in our community.
- The Southwest Local Health Integration Network, whose support and investment ensured that the integration with Hospice of London and St. Joseph's Health Care Society was completed. The SW LHIN also supports St. Joseph's Hospice by funding direct care operational costs.
- The Southwest Community Care Access Centre (CCAC) for support of our residential program.
- United Way London & Middlesex for supporting our Volunteer Visitor Program with funding.

St. Joseph's Hospice pledges to our community that the individuals and families facing serious illness whom we serve have the expert support and compassionate care they need to live each day to the fullest, with dignity and hope. In service to our community, through our care we seek to earn and maintain your complete confidence and support.

We invite you to come and see this wonderful new facility.



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Charitable #: 838626109RR0001

